



# Quality of Life Survey 2005 Summary and Some Proposed Actions

## The QOL Subcommittee

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# Question 5

 5. Please rate the furnishings  
at the Guest House, Dorms,  
and Apartments

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- 📖 Most users are pleased with the furnishings in the various housing options
    - 📖 report continued improvement (69% of respondents were pleased or neutral and only 1% were very unhappy).
  - 📖 Apartments are rated the highest while efficiency apartments and dorms follow and there is little experience with cottages
  - 📖 The guest house was rated overpriced for its simple accommodations
    - 📖 Users generally noted that furnishings were old but adequate, except for beds which many felt were too small.
  - 📖 Heating and air conditioning could be improved



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- 📖 The dorm bathroom facilities were deemed in need of some upgrades and cleanliness was sometimes an issue
  - 📖 Though dorms are very simply furnished they are considered very cost effective.
  - 📖 Miscellaneous comments include the need to enforce quiet hours for owl shift workers sleeping during the day and occasional problems with reservations.



## Question 6

6. Cable TV is available in the Guest House, apartments and the lobby of the dorms. Are you pleased with this service?



 Most people are satisfied that the option exists, even if they don't use it much

 Some technical concerns about outages, reception, availability of channels and power outlets



# Question 7

7. The Guest House and Dorms have wired and wireless internet connections. Are you pleased with this service?





## Question 8



8. The Guest House and Dorms have public computers. Are you pleased with this service?





## Question 9

📖 9. Does the research facility where you work provide computers for those users who do not have a laptop?

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- Most people have laptops and they bring their own computers to lab
  - In general they do not know, if there are any computers provided by BNL, available for them.
  - One specific comment:
  - ATF provides computers for visiting scientists but facility being locked after work hours make it unaccessable



## Question 10

 10. What is your experience with the cafeteria at Berkner Hall?




📦 28% of users were pleased or very pleased with the service vs. 35% neutral and 33% displeased

📦 Only 4% had no opinion

📦 Opinions on food quality varied widely pro and con with respect to entrees but there was consensus that sandwiches were always very good





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- Many felt that availability of fresh fruits and vegetables could be improved and there appears to be a significant fraction of vegetarians amongst the user community
  - A majority of users felt that the prices are a bit high.
  - Finally it was frequently suggested that hours should be expanded by 30 minutes or so before and after the current hours of operations
  - Late shift workers are generally frustrated that there is a lack of food service on site during off hours.



# Question 11

 11. What is your experience with the dining/bar facilities at the Brookhaven Center?





 Users tended to be neutral to displeased with their experience (70% of those with an opinion) and many have never tried the service based on negative recommendations of peers

 Less than 2% were very pleased.

 There was overwhelming consensus that the staff are unfriendly and most felt that food service is slow



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- 📖 However, users were happy that there is some form of dinner hour service on site despite a limited menu and a tendency towards shortening of posted hours
  - 📖 Users like the daily specials but feel that their hours of availability are too short
  - 📖 Late shift workers are generally frustrated that there is a lack of food service on site during off hours.









## Question 12

📁 12. What is your experience with the vending machines at BNL?




## Several complaints



-  unavailability of machines in several locations (dorms, AGS, Chemistry, NSRL)
-  high price, irregularity of refills
-  lack of change machines
-  few healthy snack options

 The level of satisfaction with this service is quite low, the exception being the "informal trust based food services" that exist on some departments.



# Question 13

 13. What is your experience with the overall food service at BNL?



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- 📁 Main issue is the lack of options after lunch hours, i.e., afternoon and dinner
  - 📁 Several users lament the absence of a coffee-house service/location, both for food and professional/social interaction
  - 📁 Quality/price ratio of the existing food services is also a concern







# Question 14

📖 14. What is your experience with ASAP  
(Associated Students and PostDocs)?

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- ✎ Having a lounge on site is essential, since most junior people and summer students don't have cars and their social activity only forms around the lounge.
  - ✎ However there are concerns about its location ("signing a release waiver form sends a strange message")
  - ✎ One suggestion is to move ASAP from dome to Brookhaven Center to increase the number and quality of the activities therefore also the number of participants

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- ✉ Since most of the visitors only spend couple of weeks or months per year at BNL, they do not want to receive e-mails during the rest of the year about the activities of ASAP
  - ✉ Maybe a web side can be prepared linked to AGS/RHIC users, instead of the weekly e-mails about the current week activities